



STATE OF MONTANA DEPARTMENT OF REVENUE JOB PROFILE

Working Title

Data Processing Assistant

Job Code Title

Data Processor Clerk

Pay Band

02

Job Code Number

439232

Information Technology and Processing Division

Processing and Retention Operations Bureau

Data Capture Unit

Fair Labor Standards Act

Non-Exempt

The Montana Department of Revenue administers more than 30 state taxes and fees; establishes values for taxable property, including agricultural land, residential real estate, commercial real estate, forest land, business equipment, railroads and public utilities; supervises the operation of the state liquor stores and agencies and administers the laws governing the sale, taxation, and licensing of alcoholic beverages; and returns unclaimed property to its rightful owners.

The Information Technology and Processing Division serves as the operational foundation for the department's business units. Through secure, up-to-date computing and processing environments the division's Information and Technology Services Bureau (IT) and Processing and Retention Operations Bureau (PRO) contribute to the department's overall efficiency in document and payment processing while ensuring confidentiality, integrity, and availability of taxpayer data, whether in paper or electronic form. In providing these services, the division enables the department to meet its business objectives and facilitates its mission to serve the citizens of Montana. The division also includes the Administrative Team. The Processing and Retention Operations Bureau ensures secure handling and delivery of taxpayer information, payments, and data to the appropriate systems and staff. The bureau is organized into four units providing tax return and payment processing including Account Maintenance and Cashiering, Data Capture, E-Services, and Mailroom and Records Management. The Data Capture Unit is responsible for ensuring accurate and secure data capture of taxpayer information.

Job Responsibilities

The Data Processing Assistant is responsible for processing taxpayer return data into the appropriate database according to tax types using data entry processes and internal software. The incumbent provides a range of administrative services in support of data processing, records maintenance, mail services, and taxpayer registration functions. The position reports to Data Capture Unit Manager and does not directly supervise other agency personnel.

- **Data processing 70%**

1. Processes tax documents and enters data into the appropriate database. Enters information from batched taxpayer documents to create taxpayer accounts using data entry software.
2. Verifies batched taxpayer documents input by other staff by re-entering the data and correcting errors. Works with other staff to ensure accuracy of processed data.
3. Reviews data for errors and updates customer information and resolves basic errors.

- **Processing Support Services 25%**

1. Assists with taxpayer registration. Updates or adds taxpayer account information from paper or electronically filed tax returns using system registration functions for a limited number of tax types.

2. Assists with processing taxpayer files to ensure easy access, efficiency, and completeness of records maintenance. This may include receiving and verifying information; sorting and routing information; searching for lost files or contents; retrieving files for requestors; and closing or purging files.
3. Assists with routing mail and other documents. Processes general taxpayer information by setting up database files; receiving and verifying information; entering data; and data quality control measures such as tracking productivity.
4. Takes part in testing new or changed processes to find and solve problems and help determine the effectiveness of the process.
5. Responds to requests and questions from other units. Locates and provides requested information. Refers specific and technical issues to appropriate staff.
6. Ensures secure handling and delivery of taxpayer information and reports to appropriate staff.

- **Other Duties 5%**

1. Performs other duties as assigned by supervisors.

Job Requirements

To perform successfully as a data processing assistant the incumbent must be self-motivated; possess a strong work ethic; maintain a positive attitude; and enjoy working with, and for, the public. Skills in multi-tasking; paying attention to details and accuracy; organizing multiple tasks within short and inflexible timelines; mathematics; providing timely and effective written, verbal, and interpersonal communication; customer service; conflict resolution; following written and oral directions and instructions; identifying and correcting data errors; and word processing, spreadsheet, and database applications are required. This position works with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job.

This position requires general knowledge of automated data processing systems, records management, office operations, and customer service standards. The incumbent must have the ability to develop a progressively responsible knowledge of department work units, functions, and operations.

- The minimum level of education and job-related work experience needed as a new employee **on the first day** of work is graduation from high school or GED and one year of job-related work experience in processing documents or information into computer software programs or general office and clerical procedures.
- Other combinations of education and experience will be evaluated on an individual basis.

Department Core Values

- **Respect:** As a representative of the people of Montana, proceeds with the highest level of respect for the dignity of every person contacted through work. Without exception, all people are treated as equally as possible. The employee is a faithful steward of the resources provided to this agency by the citizens of Montana.
- **Integrity:** Conducts work honestly and makes decisions that establish a clear record that the department serves the public with integrity. Apologizes for mistakes and gives credit to others for their cooperation, work, and ideas in achieving positive results. Accountable for their actions and holds others accountable for theirs. Decisions and judgments achieve equity and justice for all parties involved including citizens and co-workers.
- **Productivity:** Consistently strives to minimize the waste of the department's financial, facilities, and human resources. Diligently works to improve the productivity and effectiveness of the work unit. Welcomes and encourages new ideas on improving the results of the department from the public, other officials, colleagues, and supervisors. Approaches work in a manner that builds goodwill, trust, and cooperation internally with other staff and externally with the public.

- Teamwork: Maximizes cooperation and teamwork when working with other employees, divisions, and other state agencies. Willing to work with others for the opportunity to learn from their ideas, talents, and knowledge. Seeks to resolve conflicts with other employees and work units in an open and respectful manner that reinforces teamwork. Celebrates the successes of others.

Working Conditions

Must work under time constraints, be able to maintain numerous projects at one time, and determine priorities on a daily basis. At times, the incumbent will deal with angry or difficult individuals to resolve concerns or to bring about compliance with regulations. This may cause stressful work conditions and a high degree of mental stress. As a Department of Revenue employee, the incumbent may come into contact with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job. This position requires considerable computer and keyboard use and being seated for extended periods of time. Due to peak processing seasons, incumbent may work in excess of 40 hours per week which may include evenings and weekends. Lifting is infrequent, less than 15 pounds and includes carrying light items such as papers and books. This job requires regular attendance as scheduled by the supervisor. This job cannot be performed at an alternate work site.

Special requirements

- Background Examination: Applicants for this position will be subject to a criminal background review before being considered for employment. Individual circumstances involving a criminal conviction will be reviewed to determine an applicant's eligibility for employment.
- Compliance with All Appropriate Montana Tax Laws: An employee's tax status must be current.

This job profile was produced by the Office of Human Resources in conjunction with the appropriate managers.

Division Administrator Review: The statements in this job profile are accurate and complete.

Signature: Margaret Kauska, Division Administrator Date: August 2010

Human Resource Director Review: The Office of Human Resources has reviewed this job profile.

Signature: JeanAnn Scheuer, Human Resources Director Date: August 2010

Employee: My signature below indicates I have read this job profile and discussed it with my supervisor.

Signature: _____ Date: _____

Name (print): _____